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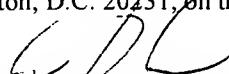
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CERTIFICATE OF MAILING

I hereby certify that this paper is being deposited with the United States Postal Service as first-class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on this date.

1-7-02


Date Eric D. Cohen, Reg. No. 38,110

Commissioner for Patents
Washington, D.C. 20231

Re: Patent Application of Dezonno
Serial No. 09/995,027
Filed: November 27, 2001
METHOD AND SYSTEM FOR ROUTING
TRANSACTIONS IN AN AUTOMATIC
CALL DISTRIBUTION SYSTEM BASED ON
NON-VOICE DIALOG AGENT SKILL SET
Our File No. 6065-83766

Dear Sir:

Enclosed herewith are the following:

1. Transmittal Letter (in duplicate);
2. Information Disclosure Statement (in duplicate);
3. Form PTO-1449 (in duplicate);
4. One (1) reference cited therein; and
5. Postcard.

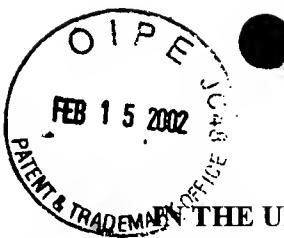
The Commissioner is hereby authorized to charge any fees which may be required, or credit any overpayment, to Deposit Account 03-2470.

Very truly yours,

WELSH & KATZ, LTD.

By


Eric D. Cohen



Docket 83766

THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Dezonno

Group Art Unit: 2643

Serial No.: 09/995,027

Examiner: Not Yet Assigned

For: METHOD AND SYSTEM FOR
ROUTING TRANSACTIONS IN AN
AUTOMATIC CALL DISTRIBUTION
SYSTEM BASED ON NON-VOICE
DIALOG AGENT SKILL SET

Filed: November 27, 2001

COPY OF PAPERS
ORIGINALLY FILED

INFORMATION DISCLOSURE STATEMENT RECEIVED

[X] 1 Pursuant to 37 CFR 1.97(b)
[within 3 months of filing or prior to 1st Office Action] FEB 22 2002
Technology Center 2600

[] 2 Certification Pursuant to 37 CFR 1.97(c)
[before Final Office Action or Allowance]

[] 3 Fee Payment Pursuant to 37 CFR 1.97(c)
[before Final Office Action or Allowance]

[] 4 Petition, Certification & Petition Fee Payment Pursuant to 37 CFR 1.97(d)
[before issue fee payment]

Commissioner for Patents
Washington, DC 20231

SIR:

The following are submitted in the above identified application in compliance with 37 CFR 1.97 & 1.98:

[X] 5 A list of documents on Form PTO-1449 together with copies of each identified document and a translation or a concise explanation of each non-English language document is enclosed herewith.

This paper is submitted in accordance with:

[X] 6 37 CFR 1.97(b): [within 3 months of filing or prior to 1st Office Action]

[] 7 37 CFR 1.97(c): [before Final Office Action or Allowance, whichever is earlier]; and

[] 8 The required certification made in item 11 below; or

[] 9 The \$180.00 fee specified in 37 CFR § 1.17(p) for submission of this Information Disclosure Statement is authorized in item 14 below.

[] 10 37 CFR 1.97(d): [before issue fee payment]; and

a) This is a petition for consideration of the subject Information Disclosure Statement. The petition fee (\$180.00) required by 37 CFR 1.17(i)(l) is authorized in item 14 below. (Direct this letter to: "Attention PETITIONS EXAMINER" and if applicable include batch locator information: e.g. "Allowed Files, Batch _____, Date of Allowance _____"), and

b) The required Certification is stated in item 11 below.

[] 11 Certification

[] 12 Each item of information in this Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Statement; or

[] 13 No item of information contained in this Statement was cited in a communication from a foreign patent office in a counterpart foreign application or, to the knowledge of the person signing this document after making reasonable inquiry, was known to any individual designated in 37 CFR 1.56(c) more than three (3) months prior to the filing of this Statement.

[X] 14 Please charge all applicable fees associated with the submittal of this Information Disclosure Statement to Deposit Account No. 23-0920. An original and one (1) copy of this document are enclosed.

Respectfully submitted,

WELSH & KATZ, LTD.

Eric D. Cohen
Reg. No. 38,110

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120 South Riverside Plaza
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January 9, 2002

CERTIFICATE OF MAILING

I hereby certify that his paper is being deposited with the United States Postal Service as first-class mail in an envelope addressed to: Commissioner for Patents, Washington, D.C. 20231, on this date:

1/18/02 1/18/02
Date Eric D. Cohen, Esq.
Registration No. 38,110
Attorney for Applicant